EXHIBIT 10

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Answers to FAQs

http://support.vzw.com/clc/faqs/Features%20and%20Optional%20Services/family_locator.html

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Features and Optional Services

- # Features
- 3-Way Calling
- 411 Search
- Alerts - Text and Picture
- Asian Language
- BilltoMobile
- Call Forwarding
- Call Waiting
- Caller ID & Caller ID Blocking
- Content Filtering
- Data Session Call Waiting (CPOP)
- Equipment Protection
- **Family Locator**
  - General Information
  - **Configuring & Managing Family Locator**
  - Getting Family Locator
  - Using Family Locator
  - Changes from Chaperone to Family Locator
- Friends & Family®
- Group Communication
- No Answer/Busy Transfer
- Premium Voice Mail
- Roadside Assistance
- Scanlife and Mobile Barcodes
- Skype mobile™
- Spam Controls
- TALKS™ for Verizon Wireless
- Usage Controls
- Verizon Safeguards
- Verizon Wireless 3G Mobile Hotspot
- Visual Voice Mail
- Voice Mail

Questions & Answers

⊕ Can the Family Locator service be used anywhere that Verizon Wireless offers coverage?

⊕ I forgot my password. How can I retrieve it?

⊕ How do I find more details on setting up Arrival & Departure Updates on the web site?

⊕ Can I send messages using Family Locator?

⊖ How do I use Family Locator from my cell phone?

Family Locator is available for use on your cell phone within My Verizon. Navigate to My Verizon, then click on My Services, then click on Family Locator. This will launch http://fl.vzw.com from which you can locate your Family Members, send Place Messages, send messages and review your Family Locator settings.

⊕ What if I change my Locatee's cell phone or Calling Plan after setting up Family Locator?

⊕ Can anyone else track my Family Member's phone? How secure is the service?

⊕ How accurate is the service?

⊕ How is it possible that the level of accuracy can differ (address, intersection, or city) when locating the Family Locator Family Member phone multiple times, even though the location of the cell phone has not changed?

⊕ What are the system requirements to use the service?

⊕ How long does it take to locate a cell phone?

⊕ How do I find more details on setting up Scheduled Updates on the web site?

⊕ Can I locate my Family Member automatically at certain times on certain days?

⊕ How do I sign into Family Locator on my cell phone?

⊕ Why am I getting an error when setting up a Location or when doing a locate?

⊕ Can a Location be set up from a cell phone?

⊕ How do I get the most accurate location of my Family Member?

⊕ Can Family Locator locate a lost phone?

⊕ What can I do when a Family Member's phone is unavailable to be located?

⊕ Are there any indications on the Family Locator Family Member phone that it is being located?

⊕ Is special equipment required to use Family Locator?

⊕ How long does the Family Locator History tab store locations I have requested?

⊕ How do I confirm that my cell phone is in the Verizon Wireless National Enhanced Services Rate and Coverage Area?

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